

CONFIDENTIAL

7 December 1988

Larry

MWMORANDUM FOR: Chief, DSG
 Chief, MSG
 Chief, NSG
 Chief, ESG
 Chief, COG

FROM: Edward J. Maloney
 Director of Information Technology

SUBJECT: System Outages

1. I want to be called
 or notified else!
 2) I want to see the SOP's
 before they go to O/O/T.

3)

1. As you are well aware, we have for the past several months raised the priority on availability and associated issues within the office. I hope by now that information has filtered down within your organizations. It will continue to be a theme for the near term until we provide significant improvement in the availability of our systems.

2. In the past I have verbally requested to be kept informed of significant system outages, I would like to be more specific at this time regarding those systems I am concerned about. I would like to be alerted at any time between 8:00 a.m. and 9:00 p.m., seven days a week, when the following systems are down more than an hour:

- a. Any main frame
- b. Any major software system, i.e., VM, MVS, CDS
- c. Any AIM system
- d. Large applications--ALLSTAR, CAMS, DESIST, SAFE
- e. Any major communications link that can't be alt-routed, i.e.,
 [redacted] etc.

Please add to this list any systems you think I need to know about.

3. Also, if they already exist, I would like to see a copy of the SOP that provides our operations (computing and communications) people with instructions for escalating problems through the management chain. I would like to see that these SOPs are consistent across groups. In the event they don't exist, please have them in place by 15 January.

4. The point of contact for advising me of the system outages should be the OIT Duty Officer. If any of the above presents a problem, please advise.

cc: OIT Duty Officer

CONFIDENTIAL

ADMINISTRATIVE - INTERNAL USE ONLY

12 December 1988

MEMORANDUM FOR: OIT Group Chiefs

FROM: [REDACTED]

SUBJECT: System Outages

As follow-up to Ed's memo to you, dated 7 December, same subject, [REDACTED] also wants to be informed of system outages between 8 a.m. and 9 p.m., seven days a week. If the outage occurs during non-work hours, call the duty officer [REDACTED] and ask him to call Ed and [REDACTED] on their beepers. Please inform your deputies. Thanks.

Distribution:

- addressee
- Edward J. Maloney
- [REDACTED]

ADMINISTRATIVE - INTERNAL USE ONLY

STAT

[REDACTED]
OFFICE OF INFORMATION TECHNOLOGY

12/9

[REDACTED] STAT

1. You will have the beeper on Monday.
2. Group Chiefs have been asked to inform you, as well as Ed, when systems go down.
3. Group Chiefs will give me a copy of their SOP by 12 January and I'll pass them on to you.

nb

*Navy - The group chiefs should notify
the duty officer - who then calls Ed +
I. Thanks.*

STAT

SECRET

19 January 1989

MEMORANDUM FOR: Edward J. Maloney

FROM:

SUBJECT: System Outages

The OIT SI has been gathering data from the groups concerning critical system outages, critical being defined as those outages which would require that you be notified. I have appended the most current version of this data.

I understand that a letter went out on 7 December 1988 under Ed's signature on this very topic. If it is ever necessary to issue a revised version of that letter, you may want to include some of the information which we gathered.

Distribution:

- each addressee

-

*** APPENDED BY:

ON: January 19, 1989 AT: 5:47 PM ***

SECRET